



## Full Time Teller

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### **BASIC FUNCTION:**

This position is primarily responsible for accurately processing routine and complex transactions, responding to customer inquiries and cross-selling or making referrals for all products and services offered.

*The following duties are not intended to serve as a comprehensive list of all duties required in this position. This job description is intended to provide a representative summary of the major duties and responsibilities. This position may not be required to perform all duties listed and may be required to perform additional duties as requested.*

### **DUTIES, RESPONSIBILITIES & ESSENTIAL FUNCTIONS:**

- Perform over-the-counter and drive-through transactions such as deposits, withdrawals, transfers, check cashing, payments, etc.
- Transact night depository and mail deposits, processing all transactions via teller terminal with speed, accuracy and efficiency.
- Responsible for accurately balancing and securely maintaining all cash in their custody.
- Respond to and follow through on all in-person and telephone customer inquiries or requests.
- Maintain a thorough knowledge of the Bank's products, services, policies, procedures and operating systems.
- Provide professional, exceptional customer service adhering to the Bank's and Customer Service Standards.
- Follow company rules, regulations and safety procedures.
- Responsible for vault-cash balance
- Manage currency levels tracking monies for shipping and receiving
- Balancing the ATM machine.
- Filling out CTR's in the event of the customer's deposit.
- Strict adherence to applicable bank and federal regulations is required
- Supervises part time tellers and assist with complex tasks and transactions

### **SKILLS/ABILITIES:**

- Math and grammar skills are necessary to effectively calculate and communicate information.
- Human relations skills to effectively interact with customers and co-workers.
- Ability to accurately type and perform data entry.
- Proficiency in handling over-the-counter transactions.
- Ability to interact with other departments to accomplish objectives.
- Ability to work in a fast-paced environment and to meet stringent deadlines while maintaining unsurpassable customer service levels.